

SYSTEM AND METHOD FOR AUTOMATIC TASK PRIORITIZATION

ABSTRACT OF THE DISCLOSURE

5 A system and method for automatic task prioritization comprises one or more task queues, a monitoring module, and a decision engine. The decision engine receives tasks and assigns a priority code to each task. Each task is inserted into one of the task queues according to its priority code and the priority codes of other tasks which may be present in the task queues. Agents
10 select tasks to perform from the task queue according to priority guidelines established by a system user. The monitoring module may monitor the order of the tasks selected by the agents and each task's priority code. The monitoring module feeds this information back to the decision module. In one embodiment, the decision module is a learning system that updates stored
15 data using feedback from the monitoring module to determine priority of each task.